

04 NCAC 24A .0104 is proposed for amendment as follows:

04 NCAC 24A .0104 ADDRESSES FOR FILING CLAIMS, APPEALS, EXCEPTIONS, REQUESTS OR PROTESTS

(a) Claimants shall file a claim for unemployment insurance benefits ~~by internet~~ on DES's website, or by telephone.

(1) The telephone number for DES's Customer Call Center for filing a new initial claim or inquiring about an existing claim is (888) 737-0259.

(2) The telephone number for filing weekly certifications is (888) 372-3453.

(b) Appeals from a Determination by Adjudicator shall be filed with the Appeals Section in SCUBI, by mail, facsimile, or email.

(1) The mailing address is Post Office Box 27967, Raleigh, North Carolina 27611-7967.

(2) The facsimile number is (919) 857-1296.

(3) The email address is des.public.appeals@nccommerce.com.

(4) Correspondence and appeals submitted by email outside the SCUBI system shall not include social security numbers or employer account numbers.

(5) Appeals shall be filed by a party or a party's legal representative as defined in 04 NCAC 24A .0105 and shall contain the date of the appeal, the docket or issue identification number of the determination being appealed, the claimant's identification number, the names of the claimant and employer, each reason for the appeal, the name of the individual filing the appeal, the official position of an individual filing the appeal on behalf of the party, and a telephone number.

(c) Appeals of a Non-Fraud Overpayment Determination shall be filed with the Benefits Integrity Unit in SCUBI, by mail, or facsimile.

(1) The mailing address is Post Office Box 27967, Raleigh, North Carolina 27611-7967.

(2) The facsimile number is (919) 857-1296.

(3) Correspondence submitted by email outside the SCUBI system shall not include social security numbers or employer account numbers.

(4) Appeals shall be filed by a party or a party's legal representative as defined in 04 NCAC 24A .0105 and shall contain the date of the appeal, the docket or identification number of the determination being appealed, the claimant's identification number, the names of the claimant and employer, each reason for the appeal, the name of the individual filing the appeal, the official position of an individual filing the appeal on behalf of the party, and a telephone number.

(5) Any questions regarding the contents of a Non-Fraud Overpayment Determination shall be directed to the Benefits Integrity Unit by telephone to (919) 707-1338, facsimile at (919) 857-1296, or email at des.ui.bpc@nccommerce.com.

(d) Appeals of a Fraud Overpayment Determination shall be filed with the Benefits Integrity Unit in SCUBI, by mail, or facsimile.

(1) The mailing address is Post Office Box 27967, Raleigh, North Carolina 27611-7967.

- (2) The facsimile number is (919) 857-1296.
- (3) Correspondence submitted by email outside the SCUBI system shall not include social security numbers or employer account numbers.
- (4) Appeals shall be filed by a party or a party's legal representative as defined in 04 NCAC 24A .0105 and shall contain the date of the appeal, the docket or identification number of the determination being appealed, the claimant's identification number, the names of the claimant and employer, each reason for the appeal, the name of the individual filing the appeal, the official position of an individual filing the appeal on behalf of the party, and a telephone number.
- (5) Any questions regarding the contents of a Fraud Overpayment Determination shall be directed to the Benefits Integrity Unit by telephone to (919) 707-1338, facsimile at (919) 857-1296, or email at des.ui.bpc@nccommerce.com.
- (e) Appeals of a Monetary Determination denying a protest to a Wage Transcript and Monetary Determination shall be filed with the Tax Administration Section in SCUBI, by mail, facsimile, or email.
- (1) The mailing address is Post Office Box 26504, Raleigh, North Carolina 27611-6504.
- (2) The facsimile number is (919) 733-1255.
- (3) The email address is des.tax.customerservice@nccommerce.com.
- (4) Correspondence and appeals submitted by email outside the SCUBI system shall not include social security numbers or employer account numbers.
- (5) Appeals shall be filed by a party or a party's legal representative as defined in 04 NCAC 24A .0105 and shall contain the date of the appeal, the docket or identification number of the determination being appealed, the claimant's identification number, the names of the claimant and employer, each reason for the appeal, the name of the individual filing the appeal, the official position of an individual filing the appeal on behalf of the party, and a telephone number.
- (6) Any questions regarding the contents of a determination denying a protest to a Wage Transcript and Monetary Determination shall be directed to the Wage Records Unit of the Tax Administration Section by telephone to (919) 707-1191, facsimile at (919) 733-1255, or email at des.tax.customerservice@nccommerce.com.
- (f) Protests of a Wage Transcript and Monetary Determination shall be filed with the Tax Administration Section in SCUBI, by mail, or facsimile.
- (1) The mailing address is Post Office Box 26504, Raleigh, North Carolina 27611-6504.
- (2) The facsimile number is (919) 733-1255.
- (3) Correspondence submitted by email outside the SCUBI system shall not include social security numbers or employer account numbers.
- (4) Protests shall be filed by a party or a party's legal representative as defined in 04 NCAC 24A .0105 and shall contain the date of the protest, the docket or identification number of the determination being protested, the claimant's identification number, the names of the claimant and employer, each

- reason for the protest, the name of the individual filing the protest, the official position of an individual filing the protest on behalf of the party, and a telephone number.
- (5) Any questions regarding the contents of a Wage Transcript and Monetary Determination shall be directed to the Wage Records Unit by telephone to (919) 707-1191, facsimile at (919) 733-1255, or email at des.tax.customerservice@nccommerce.com.
- (g) Petitions for Waiver of Overpayment shall be filed with the Benefits Integrity Unit in SCUBI, by mail, or facsimile.
- (1) The mailing address is Post Office Box 27967, Raleigh, North Carolina 27611-7967.
- (2) The facsimile number is (919) 857-1296.
- (3) Correspondence submitted by email outside the SCUBI system shall not include social security numbers or employer account numbers.
- (4) Petitions shall be filed by a party or a party's legal representative as defined in 04 NCAC 24A .0105 and shall contain the date of the petition, docket or identification number of the overpayment determination, the claimant's identification number, the name of the claimant, each reason for the request to waive repayment of the overpayment, the name of the individual filing the petition, the official position of an individual filing the petition on behalf of the party, and a telephone number.
- (h) Claimant appeals of a North Carolina Department of Revenue (NCDOR) Offset Letter shall be filed with the Benefits Integrity Unit in SCUBI, by mail, or facsimile.
- (1) The mailing address is Post Office Box 27967, Raleigh, North Carolina 27611-7967.
- (2) The facsimile number is (919) 857-1296.
- (3) Correspondence regarding a claimant's NCDOR Offset Letter submitted by email outside the SCUBI system shall not include social security numbers or employer account numbers.
- (4) Appeals shall be filed by a party or a party's legal representative as defined in 04 NCAC 24A .0105 and shall contain the date of the appeal, the docket or identification number of the offset letter being appealed, the claimant's identification number, the name of the claimant, each reason for the appeal, the name of the individual filing the appeal, the official position of an individual filing the appeal on behalf of the party, and a telephone number.
- (5) Any questions regarding the contents of a claimant's NCDOR Offset Letter shall be directed to the Benefits Integrity Unit by telephone to (919) 707-1338, facsimile at (919) 857-1296, or email at des.ui.bpc@nccommerce.com.
- (i) Employer appeals of a North Carolina Department of Revenue (NCDOR) Offset Letter for outstanding tax debts shall be filed with the Tax Administration Section by mail or facsimile.
- (1) The mailing address is Post Office Box 26504, Raleigh, NC 27611-6504.
- (2) The facsimile number is (919) 733-1255.
- (3) Correspondence regarding an employer's NCDOR Offset Letter submitted by email outside the SCUBI system shall not include social security numbers or employer account numbers.
- (4) Appeals shall be filed by a party or a party's legal representative as defined in 04 NCAC 24A .0105 and shall contain the date of the appeal, the docket or identification number of the offset letter, the

- 1 name of the employer, each reason for the appeal, the name of the individual filing the appeal, the
2 official position of an individual filing the appeal on behalf of the party, and a telephone number.
- 3 (5) Any questions regarding the contents of an employer's NCDOR Offset ~~letter~~ Letter for outstanding
4 tax debts shall be directed to the Tax Administration Section by facsimile at (919) 733-1255, or
5 email at des.tax.customerservice@nccommerce.com.
- 6 (j) Claimant Requests for Reevaluation under the Treasury Offset Program (TOP) shall be filed with the Benefits
7 Integrity Unit in SCUBI, by mail, or facsimile.
- 8 (1) The mailing address is Post Office Box, 27967, Raleigh, North Carolina 27611-7697.
9 (2) The facsimile number is (919) 857-1296.
10 (3) Correspondence submitted by email outside the SCUBI system shall not include social security
11 numbers or employer account numbers.
12 (4) Requests shall be filed by a party or a party's legal representative as defined in 04 NCAC 24A .0105
13 and shall contain the date of the request, the docket or identification number of the TOP notice, the
14 claimant's identification number, the name of the claimant, each reason for the request, the name of
15 the individual filing the request, the official position of an individual filing the request on behalf of
16 the party, and a telephone number.
17 (5) Claimant questions regarding TOP shall be directed to a Recovery Specialist by telephone to (919)
18 707-1338, or email at des.ui.bpc@nccommerce.com.
- 19 (k) Employer Requests for Reevaluation under the Treasury Offset Program (TOP) shall be filed with the Tax
20 Administration Section by mail or facsimile.
- 21 (1) The mailing address is Post Office Box 26504, Raleigh, North Carolina 27611-6504.
22 (2) The facsimile number is (919) 733-1255.
23 (3) Correspondence submitted by email outside the SCUBI system shall not include social security
24 numbers or employer account numbers.
25 (4) Requests shall be filed by a party or a party's legal representative as defined in 04 NCAC 24A .0105
26 and shall contain the date of the request, the docket or identification number of the TOP notice, the
27 name of the employer, each reason for the request, the name of the individual filing the request, the
28 official position of an individual filing the request on behalf of the party, and a telephone number.
29 (5) Employer questions regarding TOP shall be directed to the Tax Administration Section by telephone
30 to (919) 707-1150, facsimile at (919) 733-1255, or email at
31 des.tax.customerservice@nccommerce.com.
- 32 (l) Appeals from an Appeals Decision shall be filed with the Board of Review in SCUBI, by mail, facsimile, or email.
- 33 (1) The mailing address is Post Office Box 28263, Raleigh, North Carolina 27611-8263.
34 (2) The facsimile number is (919) 733-0690.
35 (3) The email address is des.ha.appeals@nccommerce.com.
36 (4) Correspondence and appeals submitted by email outside the SCUBI system shall not include social
37 security numbers or employer account numbers.

- (5) Appeals shall be filed by a party or a party's legal representative as defined in 04 NCAC 24A .0105 and shall contain the date of the appeal, the docket or issue identification number of the determination being appealed, the claimant's identification number, the names of the claimant and employer, each reason for the appeal, the name of the individual filing the appeal, the official position of an individual filing the appeal on behalf of the party, and a telephone number.
- (m) Protests or appeals of adequacy determinations shall be filed with the Claims Unit in SCUBI, by mail, or facsimile.
- (1) The mailing address is Post Office Box 27967, Raleigh, North Carolina. 27611-7967.
 - (2) The facsimile number is (919) 857-1296.
 - (3) Correspondence submitted by email outside the SCUBI system shall not include social security numbers or employer account numbers.
 - (4) Protests or appeals shall be filed by a party or a party's legal representative as defined in 04 NCAC 24A .0105 and shall contain the date of the protest or appeal, the docket or identification number of the determination being protested or appealed, the name of the employer, each reason for the protest or appeal, the name of the party filing the protest or appeal, the official position of an individual filing the protest or appeal on behalf of the party, and a telephone number.
- (n) Protests or appeals of a Tax Liability Determination shall be filed with the Tax Administration Section by mail, facsimile, or email.
- (1) The mailing address is Post Office Box 26504, Raleigh, NC 27611-6504.
 - (2) The facsimile number is (919) 715-7197.
 - (3) The email address is des.tax.customerservice@nccommerce.com.
 - (4) Correspondence and protests or appeals submitted by email outside the SCUBI system shall not include social security numbers or employer account numbers.
 - (5) Protests or appeals shall be filed by a party or a party's legal representative as defined in 04 NCAC 24A .0105 and shall contain the date of the protest or appeal, the docket or identification number of the determination being appealed, the claimant's identification number, the names of the claimant and employer, each reason for the protest or appeal, the name of the individual filing the protest or appeal, the official position of an individual filing the protest or appeal on behalf of the party, and a telephone number.
- (o) Protests or appeals of a Tax Rate Assignment shall be filed with the Tax Administration Section by mail, facsimile, or email.
- (1) The mailing address is Post Office Box 26504, Raleigh, NC 27611-6504.
 - (2) The facsimile number is (919) 733-1255.
 - (3) The email address is des.tax.customerservice@nccommerce.com.
 - (4) Correspondence and protests or appeals submitted by email outside the SCUBI system shall not include social security numbers or employer account numbers.
 - (5) Protests or appeals shall be filed by a party or a party's legal representative as defined in 04 NCAC 24A .0105 and shall contain the date of the protest or appeal, the docket or identification number of

- 1 the rate assignment, the name and address of the employer, the employer's account number, each
2 reason for the protest or appeal, the name of the individual filing the protest or appeal, the official
3 position of an individual filing the protest or appeal on behalf of the party, and a telephone number.
- 4 (p) Protests or appeals of Audit Results shall be filed with the Tax Administration Section by mail, facsimile, or
5 email.
- 6 (1) The mailing address is Post Office Box 26504, Raleigh, NC 27611-6504.
7 (2) The facsimile number is (919) 733-1255.
8 (3) The email address is des.tax.customerservice@nccommerce.com.
9 (4) Correspondence and protests or appeals submitted by email outside the SCUBI system shall not
10 include social security numbers or employer account numbers.
11 (5) Protests or appeals shall be filed by a party or a party's legal representative as defined in 04 NCAC
12 24A .0105 and shall contain the date of the protest or appeal, the docket or identification number of
13 the result being protested or appealed, the name of the employer, each reason for the protest or
14 appeal, the name of the individual filing the protest or appeal, the official position of an individual
15 filing the protest or appeal on behalf of the party, and a telephone number.
- 16 (q) Protests or appeals of Tax Assessments shall be filed with the Tax Administration Section by mail, facsimile, or
17 email.
- 18 (1) The mailing address is Post Office Box 26504, Raleigh, NC 27611-6504.
19 (2) The facsimile number is (919) 733-1255.
20 (3) The email address is des.tax.customerservice@nccommerce.com.
21 (4) Correspondence and protests or appeals submitted by email outside the SCUBI system shall not
22 include social security numbers or employer account numbers.
23 (5) Protests or appeals shall be filed by a party or a party's legal representative as defined in 04 NCAC
24 24A .0105 and shall contain the date of the protest or appeal, the docket or identification number of
25 the assessment being protested or appealed, the name of the employer, each reason for the protest
26 or appeal, the name of the individual filing the protest or appeal, the official position of the
27 individual filing the protest or appeal on behalf of the party, and a telephone number.
- 28 (r) Exceptions to a Tax Opinion shall be filed with the Board of Review by mail, facsimile, or email.
- 29 (1) The mailing address is Post Office Box 28263, Raleigh, North Carolina 27611-8263.
30 (2) The facsimile number is (919) 715-7193.
31 (3) The email address is BOR@nccommerce.com.
32 (4) Correspondence and exceptions submitted by email outside the SCUBI system shall not include
33 social security numbers or employer account numbers.
34 (5) Exceptions shall be filed by a party or a party's legal representative as defined in 04 NCAC 24A
35 .0105 and shall contain the date of the exceptions, the docket or identification number of the tax
36 opinion, the claimant's identification number, the names of the claimant and employer, the name of

- 1 the individual filing the exceptions, each reason for the exceptions, the official position of an
2 individual filing the exceptions on behalf of the party, and a telephone number.
- 3 (s) Requests for non-charging of benefits to an employer's account, and protests or appeals of benefit charges to an
4 employer's account shall be filed with the Claims Unit in SCUBI, by mail, or facsimile.
- 5 (1) The mailing address is Post Office Box 27967, Raleigh, North Carolina 27611-7967.
6 (2) The facsimile number is (919) 857-1296.
7 (3) Correspondence, requests, protests, or appeals submitted by email outside the SCUBI system shall
8 not include social security numbers or employer account numbers.
9 (4) Requests for non-charging and protests or appeals shall be filed by a party or a party's legal
10 representative as defined in 04 NCAC 24A .0105 and shall contain the date of the request, the docket
11 or employer's identification number, the name of the employer, each reason for the request, the name
12 and official position of the individual filing the request, protest, or appeal, on behalf of the party,
13 and a telephone number.
- 14 (t) Requests for seasonal determinations and protests or appeals of a Denial of Seasonal Assignment shall be filed
15 with the Tax Administration Section by mail, facsimile, or email.
- 16 (1) The mailing address is Post Office Box 26504, Raleigh, NC 27611-6504.
17 (2) The facsimile number is (919) 715-7197.
18 (3) The email address is des.tax.customerservice@nccommerce.com.
19 (4) Correspondence and protests or appeal submitted by email outside the SCUBI system shall not
20 include social security numbers or employer account numbers.
21 (5) Protests or appeals shall be filed by a party or a party's legal representative as defined in 04 NCAC
22 24A .0105 and shall contain the date of the protest or appeal, the docket or identification number of
23 the denial being appealed, the name of the employer, each reason for the protest or appeal, the name
24 of the individual filing the protest or appeal, the official position of an individual filing the protest
25 or appeal on behalf of the party, and a telephone number.
- 26 (u) Transmittal of interstate work search records and photo identification shall be filed with the Claims Unit by mail
27 or facsimile.
- 28 (1) The mailing address is Post Office Box 27967, Raleigh, North Carolina 27611-7967.
29 (2) The facsimile number is (919) 857-1296.
- 30 (v) Requests for oral arguments or to reschedule oral arguments shall be filed with the Board of Review in SCUBI,
31 by mail, facsimile, or email.
- 32 (1) The mailing address is Post Office Box 28263, Raleigh, North Carolina 27611-8263.
33 (2) The facsimile number is (919) 733-0690.
34 (3) The email address is des.ha.appeals@nccommerce.com.
35 (4) Correspondence and requests for oral arguments submitted by email outside the SCUBI system shall
36 not include social security numbers or employer account numbers.

- (4) Requests for oral arguments shall be filed by a party or a party's legal representative as defined in 04 NCAC 24A .0105 and shall contain the date of the request, the docket or issue identification number of the decision being appealed, the claimant's identification number, the names of the claimant and employer, the name and official position of the individual filing the request on behalf of the party, a telephone number, and a statement that a copy of the request was served on the opposing party, if one exists.
- (w) Employers may file requests for compromise of tax debts with DES's Tax Administration Section by mail, facsimile, or email.
- (1) The address is Post Office Box 26504, Raleigh, NC 27611-6504.
- (2) The facsimile number is (919) 733-1255.
- (3) The email address is des.tax.customerservice@nccommerce.com.
- (4) Correspondence submitted by email outside the SCUBI system shall not include social security numbers or employer account numbers.
- (5) The letter shall contain the date of the request, the name of the employer, the name and official position of the individual filing the election on behalf of the employer, and a telephone number.
- (x) Employers electing to pay reimbursements for benefits, rather than contributions, shall submit written notice of their election to DES's Tax Administration Section by mail, facsimile, or email.
- (1) The address is Post Office Box 26504, Raleigh, NC 27611-6504.
- (2) The facsimile number is (919) 733-1255.
- (3) The email address is des.tax.customerservice@nccommerce.com.
- (4) Correspondence submitted by email outside the SCUBI system shall not include social security numbers or employer account numbers.
- (5) The letter shall contain the date of the notice of election, the name and address of the employer, the name and official position of the individual filing the election on behalf of the employer, and a telephone number.
- (y) Employers shall make payments to DES by credit card, money order, electronic check, business check with funds drawn from a U.S. financial institution, cashier's check from a U.S. financial institution, automated clearing house (ACH) credit, or cash.
- (1) Payments made by money order, business check, cashier's check, or cash shall be sent by mail or delivery service to DES's Tax Administration Section, Post Office Box 26504, Raleigh, NC 27611-6504, or by delivery to an agent of DES designated to accept payments in accordance with G.S. 96-10.
- (2) Payments by electronic transmission shall be made on DES's website.
- (3) Payments by ACH credit shall be initiated by employers through their U.S. financial institution.
- (z) Claimants shall make payments to DES by cashier's check from a U.S. financial institution, by personal check with funds drawn from a U.S. financial institution, by money order, or by credit card.

1 (1) Payments by mail or delivery service shall be sent to the Benefit Payment Control (BPC) Unit, Post
2 Office Box 25903, Raleigh, NC 27611-5903.

3 (2) Payments by credit card shall be made on DES's website, or by calling BPC at (919) 707-1338.

4 (aa) Payment of fees for transcripts shall be made by money order, cashier's check from a U.S. financial institution,
5 or by personal or business check with funds drawn from a U.S. financial institution.

6 (1) An agency of state or federal government, a county, or a municipality may pay fees by draft.

7 (2) Payment shall be sent by mail to DES's Office of Finance & Budget, Post Office Box 25903, Raleigh,
8 NC 27611-5903.

9 (bb) Protests or appeals from a Result of Investigation shall be filed with the Legal Services Section ATTN: Chief
10 Counsel, by mail or facsimile.

11 (1) The mailing address is Post Office Box 25903, Raleigh, NC 27611-5903.

12 (2) The facsimile number is (919) 733-8745.

13 (3) Correspondence and protests or appeals submitted by email outside the SCUBI system shall not include
14 social security numbers or employer account numbers.

15 (4) Protests or appeals shall be filed by a party or a party's legal representative as defined in 04 NCAC 24A
16 .0105 and shall contain the date of the protest or appeal, the docket or identification number of the
17 determination or result being appealed, the claimant's identification number, the names of the claimant
18 and employer, each reason for the protest or appeal, the name of the individual filing the protest or
19 appeal, the official position of an individual filing the protest or appeal on behalf of the party, and a
20 telephone number.

21 (5) Questions regarding Results of Investigation shall be directed to the Legal Services Section by telephone
22 to (919) 707-1025, or facsimile to (919) 733-8745.

24 *History Note: Authority G.S. 75-62; 96-4; 96-9.6; 96-9.8; 96-10; 96-10.1; 96-14.1; 96-15; 96-17; 96-18; 96-40;*
25 *20 C.F.R. 603.4.*

26 *Eff. July 1, 2015;*

27 *Amended Eff. September 1, 2017;*

28 *Amended Eff. July 1, 2018;*

29 *Amended Eff. August 1, 2020.*